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ABSTRACT

This guide contains course outlines designed to assist teachers with the identification of research-based competencies for courses in business and office education. Outlines are provided for seven courses: typewriting, clerk typist one, clerk typist two, stenography one, stenography two, beginning shorthand, and advanced shorthand. Following a brief description of the course, each outline is divided into three sections: topical outline, enabling competencies, and terminal competencies. (LRA)

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Competency-Based Course Outlines for Business and Office Education

Secretarial, Stenographic, Typewriting, and Related Occupations

U S DEPARTMENT OF HEALTH
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FOREWORD

Large increases in the number of employees needed for business and office occupations are projected during the next decade. Business education in high schools is the foundation of the program to prepare individuals for these occupations.

This guide has been prepared to assist teachers with the identification of research-based competencies, students should be better prepared to enter the labor market upon graduation.

All teachers are urged to exercise their creative efforts to adapt and select content that is appropriate for the needs of students in their community.

Melvin H. Garner
Administrative Director of
Vocational Education

ACKNOWLEDGEMENTS

An improvement objective of the current five-year plan for vocational education in Virginia is that by June 30, 1982, each school division shall have implemented competency-based instruction in approved vocational education programs. This objective affirms a belief in instruction intended to best meet the needs of students. Competency-based instruction requires clearly identified competencies for each offering as well as instructional procedures to assist each student to achieve the competencies.

The Business Education Service as a part of the Division of Vocational Education is committed to the goal of providing quality competency-based instruction in all business and office education offerings. One of the strategies for achieving this goal is the development of competency-based course outlines.

This book includes course outlines for the most widely offered office occupation preparation programs, the clerk-typist and stenography programs. Each outline identifies recommended competencies for the offerings, a first essential step in the implementation of competency-based instruction. Future competency-based course outline books will include outlines for bookkeeping, accounting, and data processing occupations; for basic business offerings; and for specialized business and office occupations.

Development of these competency-based course outlines has involved the time, effort, and talents of the task force members identified below. Special recognition is given to these dedicated business educators:

E. Lane Beale, Smithfield High School, Isle of Wight
Jane Bleiler, Kennedy High School, Suffolk
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Dr. Betty R. Kicks and Dr. B. June Schmidt are acknowledged for their leadership of the task force. They have also assumed responsibility for assembling and editing this publication.

Carl E. Jorgensen
State Supervisor
Business Education Service

INTRODUCTION

The course outlines contained in this book were developed to assist business educators with the implementation of competency-based instruction. Essential skill areas and competencies for beginning workers in secretarial, stenographic, typewriting, and related occupations are identified in the outlines.

Development of the Outlines

Content included in the outlines is based on the following:

1. The V-TECS catalog for secretarial, stenographic, typewriting, and related occupations*, noted in the outlines as SSTR, along with computer printouts for the catalog listing tasks performed by beginning workers.

2. Teacher input as to what is required of students for initial employment and as to what can reasonably be expected of students.

3. Content previously recommended by the Business Education Service as appropriate for each course.

4. Current instructional materials available for business and office education offerings.

Content of the Outlines

Each outline is composed of a course description, a listing of skill areas, a topical outline, and enabling, terminal, and personal employability competencies. Skill areas, except personal employability skills and knowledges which do not have enabling competencies identified, are listed alphabetically since no skill area is considered more inportant than any other. The enabling competencies are provided to help teachers stress skills and knowledges that students must develop to achieve the terminal competencies.

The competencies stated for sequential outlines such as Clerk-Typist I and Clerk-Typist II are often quite similar. The difference is usually in the difficulty of the material used and with the level of performance expected of more advanced students. The same situation exists in the Stenography I and Stenography II outlines.

Expected terminal competencies in the outlines are set at levels considered minimum for advancement to the next course or for job entry. The performance levels stated are generally at a lower level than those in the V-TECS catalog since those in the catalog reflect on-the-job performance of individuals employed for same time.

Suggestions for Using the Outline

Even though performance levels stated in the outlines are intended as minimum, teachers may find that students do not achieve all of the competencies,

*A Catalog of Performance Objectives, Criterion-Referenced Measures and Performance Guides For Secretarial, Stenographic, Typing, and Related Occupations. Blacksburg: Virginia Polytechnic Institute and State University; and Richmond: Division of Vocational Education, Virginia Department of Education, July 1975.

particularly for the occupational preparation courses. Achievement of eighty percent of the competencies listed for Clerk-Typist I, Clerk-Typist II, Stenography I, or Stenography II may be considered average performance for each course. Teachers should, however, strive to have students exceed the average and exceed the competency levels identified in the outlines whenever possible. Students can be encouraged by being assigned higher grades on the basis of achieving more than eighty percent of the competencies or on the basis of exceeding the performance levels identified for the competencies.

The outlines are designed to aid the business teacher in establishing appropriate terminal and personal employability competencies for each student to gain employment. They can be effectively used with local advisory committees, and they should assist in the articulation of instruction from course to course as well as from the high school level to the post-secondary level.

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TYPEWRITING (6151)

Grade Level: 10

Prerequisites: None

Typewriting is a one-year, single-period course offered at the tenth-grade level for any student. There are no previously required courses. Students develop skill in touch typewriting and correct manipulation of the typewriter. Typewriting is a basic communications course and emphasis is given to the application of the typewriting skills to personal and business letters, outlines, manuscripts, and tabulated reports.

Typewriting is a pre-requisite to all occupational preparation offerings in business and office education except Office Services.

The following skill areas are included in Typewriting:

Skill Area 1 - KEYBOARD MASTERY AND RELATED SKILLS

- 1.1 Typewriter Manipulation
- 1.2 Speed and Accuracy
- 1.3 Speed Calculation
- 1.4 Error Identification
- 1.5 Error Correction
- 1.6 Centering
- 1.7 Alignment
- 1.8 Carbon Use
- 1.9 Copy Placement
- 1.10 Typewriting Techniques

Skill Area 2 - LANGUAGE SKILLS

- 2.1 Proofreading
- 2.2 Punctuation
- 2.3 Proofreader's Marks
- 2.4 Numbers
- 2.5 Word Division
- 2.6 Capitalization
- 2.7 Spelling
- 2.8 Composition

Skill Area 3 - TYPEWRITING APPLICATION SKILLS

- 3.1 Letters
- 3.2 Tables and Tabular Reports
- 3.3 Preprinted Forms
- 3.4 Envelopes
- 3.5 Memoranda
- 3.6 Manuscripts
- 3.7 Outlines
- 3.8 Index Cards
- 3.9 Labels

Skill Area 4 - PERSONAL EMPLOYABILITY SKILLS AND KNOWLEDGES

- 4.1 Office Housekeeping Skills
- 4.2 Personal Relationships and Attitudinal Skills
- 4.3 Implementing Instructions
- 4.4 Job-Seeking Skills

TYPEWRITING (6151)			
Topical Outline	**Enabling Competencies**	**Terminal Competencies**	**Ref.**
	CAN THE STUDENT:	CAN THE STUDENT:	
1. KEYBOARD MASTERY AND RELATED SKILLS			
1.1 Typewriter Manipulation	Manipulate the letter, number, and special keys by touch and use the service parts efficiently?		
1.2 Speed and Accuracy	Demonstrate incremental improvement in speed and accuracy?	1.2 Typewrite straight copy at a minimum rate of 35 wpm with a maximum error tolerance of two errors per minute?	
1.3 Speed Calculation	Calculate gross words per minute?		
1.4 Error Identification	Identify all of the errors in typewritten work?		
1.5 Error Correction	Make acceptable corrections of all typewritten errors?		
1.6 Centering	Center unarranged copy horizontally, vertically, and with spread centering, if appropriate?		
1.7 Alignment	Align paper to make corrections, to typewrite on lines, or to typewrite on pre-printed forms?		
1.8 Carbon Use	Assemble carbon packs; insert, typewrite, and correct errors on original and copies?		

TYPEWRITING (6151)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
1.9 Copy Placement	Arrange copy attractively on the page by judgment?		
1.10 Typewriting Techniques	Demonstrate correct typewriting techniques including position at typewriter, key stroking, and positive mind set?		
2. LANGUAGE SKILLS			
2.1 Proofreading	Proofread own work by using appropriate proofreading techniques?		
2.2 Punctuation	Apply the rules of punctuation to typewritten copy?		
2.3 Proofreader's Marks	Mark copy corrections using proofreader's marks?		
2.4 Numbers	Use numbers as numerals or words as indicated by the contents of the copy?		
2.5 Word Division	Apply the rules of word division when typewriting unarranged copy?		
2.6 Capitalization	Apply the rules of capitalization when composing or typewriting from rough drafts?		

TYPEWRITING (6151)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
2.7 Spelling	Spell correctly, detect incorrect spelling, and use references as needed?		
2.8 Composition	Compose simple business and personal communications using the typewriter?		
3. TYPEWRITING APPLICATION SKILLS	Developmental competencies 1-2 assist in meeting the terminal competencies in 3.		
3.1 Letters		3.1 Typewrite from edited rough-draft material two short or one medium-length letter or one two-page letter within 50 minutes?	SSTR* 81
3.2 Tables and Tabular Reports		3.2 Typewrite from edited rough-draft material two short or one medium length table or tabular report within 50 minutes?	SSTR 77
		*V-TECS catalog for Secretarial, Stenographic, Typing and Related Occupations	

TYPEWRITING (6151)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
3.3 Preprinted Forms		3.3 Typewrite three half-page, preprinted forms of average difficulty within 50 minutes?	SSTR 75
3.4 Envelopes		3.4 Typewrite addresses on ten envelopes in the format recommended by the Postal Service within 15 minutes?	SSTR 76
3.5 Memoranda		3.5 Typewrite from edited rough-draft material two short or one medium-length memoranda, or one two-page memorandum within 50 minutes?	SSTR 84
3.6 Manuscripts		3.6 Typewrite a two-page manuscript with footnotes, a title page, and bibliography within 150 minutes?	SSTR 83
3.7 Outlines		3.7 Typewrite from edited rough-draft material a 20-line outline in 15 minutes?	
3.8 Labels		3.8 Typewrite five mailing labels using an appropriate format within ten minutes?	SSTR 82
3.9 Index Cards		3.9 Typewrite five index cards according to specified format within ten minutes?	

TYPEWRITING (6151)	
Topical Outline	**Personal Employability Competencies**
	DOES THE STUDENT:
4. PERSONAL EMPLOYABILITY SKILLS AND KNOWLEDGES	
4.1 Office Housekeeping Skills	
Typewriter care	4.11 Practice preventive maintenance techniques, including careful operation of the typewriter, brushing the keys or element, and changing the ribbon as needed?
Work area	4.12 Arrange the work station to allow the work to be completed efficiently?
	4.13 Maintain an uncluttered area in and around the work station?
Work organization	4.14 Plan work efficiently to meet deadlines?
	4.15 Use time-saving techniques to complete assigned work?
4.2 Personal Relationships and Attitudinal Skills	
Self-evaluation	4.21 Evaluate own work realistically?
Attendance	4.22 Attend class regularly?
	4.23 Arrive on time?
Self-discipline	4.24 Exhibit self-control, persistence, and initiative in completing assignments on time?

TYPEWRITING (6151)	
Topical Outline	**Personal Employability Competencies**
	DOES THE STUDENT:
Responsibility	4.25 Exhibit traits associated with responsibility, such as bringing appropriate materials to class, productive use of time, and frugal use of supplies?
Employability attitudes	4.26 Demonstrate attitudes of respect and cooperation that contribute to successful work relationships?
4.3 Implementing Instructions	4.3 Follow oral and written instructions?
4.4 Job-Seeking Skills	4.4 Compose and typewrite a personal data sheet, application, and cover letter?

CLERK TYPIST I (6159)

Grade Level: 11

Prerequisites: General Business
Typewriting

Clerk-Typist I is a one-year, double-period occupational preparation course offered at the eleventh-grade level. Development of production typewriting skill is emphasized. Communication skills are included as a part of the course. Students are taught the touch operation of ten-key calculating machines along with business mathematics applications. In addition, instruction includes records management, office careers orientation, and development of job seeking and other personal employability skills.

The following skill areas are included in Clerk Typist I:

Skill Area 1 - CALCULATING MACHINES
- 1.1 Arithmetic Review
- 1.2 Machine Operation
- 1.3 Speed and Accuracy
- 1.4 Business Applications and Terminology

Skill Area 2 - COMMUNICATION SKILLS
- 2.1 Importance of Communications
- 2.2 Oral Communications
- 2.3 Receptionist Activities
- 2.4 Written Communications

Skill Area 3 - FINANCIAL RECORDS
- 3.1 Introduction
- 3.2 Checking Accounts
- 3.3 Cash Transactions
- 3.4 Data Processing
- 3.5 Payroll
- 3.6 Purchases and Sales

Skill Area 4 - MAIL PROCESSING
- 4.1 Incoming Mail
- 4.2 Outgoing Mail

Skill Area 5 - MAINTENANCE AND CARE OF OFFICE EQUIPMENT
- 5.1 Calculating Equipment
- 5.2 Reprographic Equipment
- 5.3 Typewriters

Skill Area 6 - RECORDS MANAGEMENT
- 6.1 Information Systems
- 6.2 Filing

Skill Area 7 - REPROGRAPHICS
- 7.1 Appropriate Use
- 7.2 Terminology
- 7.3 Stencil Preparation
- 7.4 Photocopy Preparation
- 7.5 Machine Operation

Skill Area 8 - TYPEWRITING

- 8.1 Review Formats
- 8.2 Speed and Accuracy
- 8.3 Error Correction
- 8.4 Production

Skill Area 9 - WORD PROCESSING

- 9.1 Introduction
- 9.2 Career Opportunities
- 9.3 Machine Transcription

Skill Area 10 - PERSONAL EMPLOYABILITY SKILLS AND KNOWLEDGES

- 10.1 Future Business Leaders of America
- 10.2 Human Relations Skills
- 10.3 Job-Seeking Skills
- 10.4 Organizational Skills

CLERK TYPIST I (6159)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
1. CALCULATING MACHINES			
1.1 Arithmetic Review	Perform the basic arithmetical processes of addition, subtraction, multiplication, and division?	1.1 Operate ten-key calculating equipment by touch?	
1.2 Machine Operation	Operate the machine using proper fingering?	1.2 Compute and verify amounts and total all items on ten business forms?	SSTR 52
1.3 Speed and Accuracy	Use shortcuts and special function keys to increase speed? Use verification techniques to improve accuracy?		
1.4 Business Applications and Terminology	Compute simple applications of discounts, markups, sales tax, commissions, interest, and extensions in completing business forms? Use proper terminology in discussing business forms?		
29			30

CLERK TYPIST I (6159)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
2. COMMUNICATION SKILLS			
2.1 Importance of Communication	Describe the importance of effective written and oral communications in working with associates and others?		
2.2 Oral Communications			
Listening techniques	Demonstrate effective listening techniques?	2.21 Answer five routine calls and route to proper party, give non-confidential information, and take clear messages?	SSTR* 68
Basic telephone information	Use basic telephone information such as types of service and calls, time zones, types of equipment, and directories?	2.22 Place five simulated local and long distance calls of a routine nature, using the directory when necessary?	SSTR 69
Incoming calls	Demonstrate correct procedure for answering promptly and properly, taking messages, and terminating calls?		
Outgoing calls	Demonstrate correct procedure for placing outgoing local and long distance calls?	*V-TECS catalog for secretarial, stenographic, typing, and related occupations.	

CLERK TYPIST I (6159)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
2.3 Receptionist Activities			
Office visitors	Greet visitors in a business-like manner and direct to proper offices? Make introductions properly?	2.3 Perform routine receptionist activities for five case situations including greeting visitors, making introductions, and scheduling appointments?	SSTR 67
Appointments	Schedule and confirm appointments?		
2.4 Written Communications			
Composition	Compose simple business communications using correct grammar, appropriate references, and letter writing principles?	2.4 Compose and typewrite in mailable form simple business correspondence for three given situations?	SSTR 71
Internal and External Communications	Compose simple memoranda, letters, and reports that contain all relevant information?		

CLERK TYPIST I (6159)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
3. FINANCIAL RECORDS			
3.1 Introduction			
Need for financial records	Describe the need for financial records?		
Terminology	Use proper terminology when discussing financial records?		
Importance of Accuracy	Describe the importance of accurate financial records?		
3.2 Checking Accounts			
Check-writing	Use the proper procedures for writing and recording checks?	3.21 Accurately complete legible check records and checks from source documents for five payments?	SSTR 54
Endorsements	Determine appropriate endorsements?	3.22 Endorse five checks using the blank, restrictive, or full method of endorsement as appropriate for the situation?	SSTR 42
Deposits	Prepare deposit slips?	3.23 Accurately prepare three legible deposit slips involving checks, currency, and coins?	SSTR 53

CLERK TYPIST I (6159)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
Reconciliation	Reconcile a bank statement?	3.24 Prepare a simple reconciliation using a bank statement, canceled checks, previous reconciliation, check stubs or register, and record of deposits, so the balance on the check records or register agrees with the bank statement balance?	SSTR 39
3.3 Cash Transactions	Prepare petty cash vouchers, record petty cash transactions, and replenish the fund?	3.31 Accurately record ten petty cash transactions?	SSTR 32
	Make change correctly?	3.32 Select exact coins and bills to be given in change for five transactions?	
3.4 Data Processing			
Terminology	Define basic data processing terms?	3.41 Define commonly used data processing terms?	
Impact on office workers	Identify the effects of data processing on current and future office workers?	3.42 Identify the effects of data processing on office workers?	

CLERK TYPIST I (6159)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
3.5 Payroll			
Gross earnings	Compute gross earnings for employees who receive salaries, hourly earnings including overtime, and commissions?	3.51 Accurately compute five net pay amounts including calculation of gross earnings and deductions?	SSTR 28 30
Deductions	Compute required and voluntary deductions using charts or by computations?		
Net pay	Compute net pay?	3.52 Accurately complete and verify payroll for five employees when given time cards, payroll register, and individual employee earnings records?	SSTR 28 30
Records	Record payroll computations in a register and in an employee's individual earnings record?		
Disbursements	Compute a payroll change sheet and cash slips for disbursing cash payroll?	3.53 Accurately prepare five typewritten or handwritten pay vouchers or cash slips from payroll records?	SSTR 28
	Prepare typewritten and handwritten voucher checks?		

CLERK TYPIST I (6159)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
3.6 Purchases and Sales			
Introduction	Identify sequential steps in the purchases and sales cycles?		
Preparation of forms	Record applicable information on requisitions, purchase orders, and invoices?	3.61 Accurately prepare five requisitions with all information recorded and computed?	SSTR 6
		3.62 Accurately complete from source documents four invoices in correct format?	SSTR 46
	Compute extensions and totals, applicable discounts, and sales tax?	3.63 Accurately compute the allowable cash discounts on ten invoices with varying discount terms and determine the net amount of the invoices?	SSTR 51
		3.64 Accurately determine sales tax on five documents using available charts or by computations?	
	Verify descriptive and numerical information after recording and computing?		

CLERK TYPIST I (6159)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
Customer and credit accounts	Record appropriate information in the accounts receivable and accounts payable accounts and compute balances?	3.65 Accurately record ten business transactions for purchases and sales on account directly to the proper accounts from invoices, credit memos, or checks?	SSTR 33
		3.66 Accurately compute balances in five accounts receivable and five accounts payable accounts?	SSTR 31
4. MAIL PROCESSING			
4.1 Incoming Mail	Open, stamp, sort, route, and distribute incoming mail?	4.1 Correctly open, stamp, sort, and route ten routine pieces of incoming mail?	SSTR 59
4.2 Outgoing Mail		4.2 Correctly prepare ten letters for mailing by verifying addresses including ZIP codes, checking for enclosures, folding, and inserting properly into appropriate envelopes, sealing and determining postage?	SSTR 57 66
Classes	Select appropriate class of mail for various items to be mailed?		
Preparation	Verify addresses, check for enclosures, and properly fold and insert items to be mailed in envelopes?		
	Use the National Zip Code Directory		

CLERK TYPIST I (6159)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
Postage	Determine correct postage for mail of different classes and weights?		
Packages	Prepare packages for mailing?		
Postal information	Use available sources of postal information to process mail?		
MAINTENANCE AND CARE OF OFFICE EQUIPMENT			
5.1 Calculating Equipment	Change the ribbon, replace the paper tape, and make minor machine adjustments?	5.1 When approprite, change the ribbon, replace the paper tape, and make minor machine adjustments?	SSTR 41
5.2 Reprographic Equipment	Clean, replace pads, and make minor machine adjustments?	5.2 When appropriate, clean, replace pads, and make minor machine adjustments?	SSTR 41
5.3 Typewriters	Clean keys or elements and remove dust, change ribbon, and make machine adjustments	5.3 When appropriate, clean keys of elements and remove dust, change ribbon, and make machine adjustments?	SSTR 41

CLERK TYPIST I (6159)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
6. RECORDS MANAGEMENT			
6.1 Information Systems			
Need for accurate records	Describe the need for storing records?		
Terminology	Use proper terminology when discussing various aspects of filing?		
Filing supplies and equipment	Identify types of supplies and equipment and describe uses of each?		
6.2 Filing			
Alphabetic rules	Apply alphabetic filing rules?	6.21 Correctly index, code, sort, and file alphabetically 15 documents?	SSTR 21
Procedures	Inspect, index, code, sort and file alphabetic information and arrange material properly in folders?	6.22 Correctly retrieve ten documents or items of information from the files?	SSTR 25
Retrieval	Retrieve requested information or materials?		

CLERK TYPIST I (6159)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
7. REPROGRAPHICS			
7.1 Appropriate Use	Describe when stencil or photocopy is the most appropriate duplication method?	7.1 Justify the most appropriate method of duplication, stencil or photocopy for ten case situations?	
7.2 Terminology	Use proper terminology when describing supplies and machine parts for stencil or photocopy equipment?		
7.3 Stencil Preparation	Clean typewriter keys and make proper machine adjustments? Prepare a typewritten stencil with acceptable corrections, using the illuminated drawing board for art-work and lettering when appropriate?	7.3 Prepare two acceptable handwritten or typewritten stencils, using artwork and lettering when required?	SSTR 80
7.4 Photocopy Preparation	Select appropriate method of preparation, including cutting and pasting, according to copying process used?	7.4 Prepare one acceptable copy for duplication by the photocopy process?	
7.5 Machine Operation	Operate stencil or photocopy equipment to produce quality copies?	7.5 Operate stencil or photocopy equipment to produce quality copies?	

CLERK TYPIST I (6159)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
8. TYPEWRITING			
8.1 Review Formats	Select and use appropriate formats for business correspondence?		
8.2 Speed and Accuracy	Demonstrate incremental improvement in speed and accuracy?	8.2 Typewrite straight copy at a minimum rate and with an error tolerance acceptable for employment? (Civil Service minimum is 40 wpm with 3 errors for 5 minutes. Note: Number of errors allowed increases as speed increases. Refer to Civil Service Handbook for further information.)	
8.3 Error Correction	Use various correction media such as erasers, fluid, tape, and self-correcting typewriters?		
8.4 Production			
Correspondence	Typewrite business correspondence from rough-draft copy?	8.41 Typewrite from handwritten or edited rough-draft copy two mailable business letters with special features and appropriate copies within 50 minutes?	SSTR 81

CLERK TYPIST I (6159)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
		8.42 Typewrite from handwritten or edited rough-draft copy a short memorandum in specified format with appropriate copies and all errors neatly corrected within 15 minutes?	SSTR 84
Envelopes	Typewrite addresses on envelopes in format recommended by the postal service.	8.43 Typewrite addresses on ten envelopes at the rate of one per minute with all errors neatly corrected?	SSTR 76
Preprinted forms	Typewrite information in appropriate spaces, evenly aligned, using proper machine manipulations?	8.44 Typewrite routine information on three short pre-printed forms with the information placed in appropriate spaces, evenly aligned, and all errors neatly corrected within 45 minutes?	SSTR 46 75
Tables and statistical reports	Typewrite tables and statistical reports with correct horizontal and vertical placement of information?	8.45 Typewrite from handwritten or edited rough-draft copy two short tables or statistical reports, such as a balance sheet, itinerary, bid, budget, or agenda, with information appropriately placed and errors neatly corrected within 50 minutes?	SSTR 77

CLERK TYPIST I (6159)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
		8.46 Typewrite from handwritten or edited rough-draft copy a two-page manuscript with footnotes, a title page, and bibliography within 100 minutes?	SSTR 83
Labels	Typewrite mailing labels and file folder labels in correct format?	8.47 Typewrite five mailing labels or file folder labels in correct format and correct all errors within seven minutes?	SSTR 82
Index cards	Typewrite from rough-draft copy information on index cards?	8.48 Typewrite five index cards from handwritten or rough-draft copy in the specified format within seven minutes?	
9. WORD PROCESSING			
9.1 Introduction			
Terminology	Define basic word processing terms?	9.11 Define commonly used word processing terms?	
Impact on office workers	Identify the effects of word processing on current and future office workers?	9.12 Identify the effects of word processing on office workers?	
Flow of work	Describe the flow of work for a word processing system?		

CLERK TYPIST I (6159)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
9.2 Career Opportunities	Describe career opportunities and career ladders in word processing systems?		
9.3 Machine Transcription	Operate a transcriber efficiently?	9.31 Demonstrate proper techniques of operating transcriber and transcribe from recorded media three average-length business letters in mailable form?	SSTR 74
	Produce mailable copy?		
	Proofread and edit using proofreader's symbols?	9.32 Review, edit, and revise business correspondence for mailability using proofreader's symbols?	SSTR 16

CLERK TYPIST I (6159)	
Topical Outline	**Personal Employability Competencies**
	DOES THE STUDENT:
10. PERSONAL EMPLOYABILITY SKILLS AND KNOWLEDGES	
10.1 Future Business Leaders of America	10.1 Join and participate in local, regional, and state activities of the Future Business Leaders of America?
10.2 Human Relations Skills	
Office behavior	10.21 Exhibit the attitudes and work habits necessary for good interpersonal and employee/employer relations in the office?
Self-discipline	10.22 Exhibit self-control, persistence, and initiative in completing assignments on time?
Responsibility	10.23 Exhibit traits associated with responsibility such as bringing appropriate materials to class, productive use of time, and frugal use of supplies?
Self-evaluation	10.24 Evaluate personal work habits and attitudes?
Attendance and punctuality	10.25 Maintain regularity and promptness in attendance?
Following instructions	10.26 Follow oral or written instructions in the completion of assigned tasks?
Appearance and grooming	10.27 Exhibit good grooming and appropriate attire for work according to office standards?

CLERK TYPIST I (6159)	
Topical Outline	**Personal Employability Competencies**
	CAN THE STUDENT:
10.3 Job-Seeking Skills	
Employment opportunities	10.31 List sources of information for employment opportunities?
	10.32 Compare and contrast working conditions and advancement opportunities in large and small, public and private, and urban and rural businesses and organizations?
Self-analysis	10.33 Identify personal strengths, weaknesses, and ambitions and match them with job opportunities?
Resume	10.34 Prepare a resume?
Forms	10.35 Prepare application forms handwritten and typewritten, so applicant is presented favorably?
Letters	10.36 Compose and typewrite acceptable application letters?
Job interview	10.37 Demonstrate acceptable behavior during a simulated job interview?
Follow-up	10.38 Compose and typewrite a positive and appropriate follow-up letter?
	10.39 Identify other appropriate follow-up procedures such as telephoning and sending additional correspondence?

CLERK TYPIST I (6159)	
Topical Outline	**Personal Employability Competencies**
	DOES THE STUDENT:
10.4 Organizational Skills	
Station	10.41 Keep the area in and around the work station uncluttered?
Task	10.42 Assemble supplies and information necessary to complete assigned tasks?
Work priorities	10.43 Plan work efficiently to meet deadlines?

CLERK-TYPIST II (6160)

Grade Level: 12

Prerequisites: Clerk-Typist I

Clerk-Typist II is a one-year, single-period occupational preparation course with cooperative office education or a double-period course without cooperative office education offered at the twelfth-grade level. Emphasis is placed on the production of quality typed material, judged on the basis of acceptable office standards. The refinement of skills is enhanced through office simulations or related work training. Included in the instructional content are human relations skills, job seeking skills, organizational skills, key-entry equipment operation, machine transcription, and word processing procedures.

A review of the skills and knowledges developed in Clerk-Typist I is included in Clerk-Typist II so that students can improve, build upon, and integrate previously learned skills and knowledges. Accordingly, much repetition occurs in the topical outlines for Clerk-Typist I and Clerk-Typist II. However, tasks assigned Clerk-Typist II students have greater complexity and require more decision-making skills. Expected competencies for Clerk-Typist II students are based on performance with more difficult or advanced materials than those used with Clerk-Typist I students.

The following skill areas are included in Clerk-Typist II:

Skill Area 1 - CALCULATING MACHINES
- 1.1 Arithmetic Review
- 1.2 Speed and Accuracy
- 1.3 Business Applications and Terminology

Skill Area 2 - COMMUNICATION SKILLS
- 2.1 Telephone Use
- 2.2 Written Communications

Skill Area 3 - FINANCIAL RECORDS
- 3.1 Data Processing
- 3.2 Payroll Records
- 3.3 Petty Cash
- 3.4 Purchases and Sales

Skill Area 4 - MAIL PROCESSING
- 4.1 Forwarding Mail
- 4.2 Outgoing Mail

Skill Area 5 - MAINTENANCE AND CARE OF OFFICE EQUIPMENT
- 5.1 Calculating Equipment
- 5.2 Reprographic Equipment
- 5.3 Typewriters
- 5.4 Repair Service

Skill Area 6 - OFFICE EXPERIENCE
- 6.1 Simulations
- 6.2 Cooperative Office Education

Skill Area 7 - RECORDS MANAGEMENT

- 7.1 Collect and Organize Information
- 7.2 Filing Procedures
- 7.3 Filing Methods
- 7.4 Cross Reference
- 7.5 Retrieval
- 7.6 Charge-Out
- 7.7 Tickler and Follow-Up
- 7.8 Transferral

Skill Area 8 - REPROGRAPHICS

- 8.1 Appropriate Use
- 8.2 Mimeograph
- 8.3 Photocopy
- 8.4 Offset
- 8.5 Machine Operation

Skill Area 9 - TYPEWRITING

- 9.1 Speed and Accuracy
- 9.2 Error Correction
- 9.3 Business Correspondence
- 9.4 Pre-Printed Business Forms
- 9.5 Specialized Typewriting
- 9.6 Tables and Statistical Reports
- 9.7 Labels and Index Cards

Skill Area 10 - WORD PROCESSING

- 10.1 Machine Transcription
- 10.2 Text-Editing Equipment
- 10.3 Proofread and Edit

Skill Area 11 - PERSONAL EMPLOYABILITY SKILLS AND KNOWLEDGES

- 11.1 Future Business Leaders of America
- 11.2 Human Relations Skills
- 11.3 Job Seeking Skills
- 11.4 Organizational Skills
- 11.5 Personal Finances

CLERK-TYPIST II (6160)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
1. *CALCULATING MACHINES			
1.1 Arithmetic Review	Operate the calculator to perform basic arithmetical processes of addition, subtraction, multiplication, and division?	1.1 Operate ten key calculating equipment at a minimum rate and with an error tolerance acceptable for employment?	
1.2 Speed and Accuracy	Use shortcuts and special function keys to increase speed? Use verification techniques to improve accuracy? Demonstrate incremental improvement in speed and accuracy?		
1.3 Business Applications and Terminology	Compute advanced applications of series discounts, cash discounts, markups, sales taxes, commissions, interest, and extensions in completing business forms?	1.31 Accurately compute the allowable cash discounts on ten invoices with varying discount terms and determine the net amount of the invoices?	SSTR* 51
	Use proper terminology in discussing business forms?	1.32 Accurately compute and verify amounts and total all items on 15 business forms?	SSTR 52
		*V-TECS catalog for secretarial, stenographic, typing, and related occupations.	

CLERK-TYPIST II (6160)				
Topical Outline		Enabling Competencies	Terminal Competencies	Ref.
		CAN THE STUDENT:	CAN THE STUDENT:	
2.	COMMUNICATION SKILLS			
2.1	Telephone Use	Demonstrate proper procedures for placing outgoing local and long distance calls?	2.11 Answer five calls and route to proper party, give non-confidential information, and take clear messages?	SSTR 68
			2.12 Place five simulated local and long distance calls, using the directory when necessary?	SSTR 69
2.2	Written Communications	Compose typewritten business communications using correct grammar, appropriate references, and letter writting principles?	2.2 Compose and typewrite in mailable form appropriate business correspondence for three given situations?	SSTR 71
3.	FINANCIAL RECORDS			
3.1	Data Processing	Explain the importance of data processing systems to today's business?	3.11 Accurately identify common equipment and procedures used in data processing?	
	Importance and uses	Identify uses of common types of data processing equipment?		
	Sources and types of data	Identify sources and types of data?		

CLERK-TYPIST II (6160)				
Topical Outline		Enabling Competencies	Terminal Competencies	Ref.
		CAN THE STUDENT:	CAN THE STUDENT:	
	Terminology	Use proper terminology to describe the data processing cycle?	3.12 Use key-entry equipment, if available? (Requirement for entry-level job skill is a minimum of 7,500 correct strokes per hour.)	
	Input preparation and entry	Use key-entry equipment, if available, for input?	3.13 Correctly enter information from ten source documents, manually or by machine, in predetermined fields on punch cards?	SSTR 55
	Processing	Classify, sort, and summarize input information	3.14 Accurately classify, sort, and summarize information entered on punch cards from ten source documents?	
	Storage	Identify various types of storage media and appropriate use of each?	3.15 Extract five items of information from computer printouts?	
	Output	Interpret and use various types of output?		
3.2	Payroll Records	From time records or salary schedules, complete payroll register, individual employee earnings records, and prepare payroll checks?	3.21 Accurately prepare complete payroll for five employees including payroll register, individual earnings records, and checks?	SSTR 28 30
		Complete a payroll change sheet and cash slips for disbursing cash payroll?	3.22 Accurately prepare a payroll change sheet and cash slips for five net pay amounts?	

CLERK-TYPIST II (6160)			
Topical Outline	**Enabling Competencies**	**Terminal Competencies**	**Ref.**
	CAN THE STUDENT:	CAN THE STUDENT:	
3.3 Petty Cash	Prepare petty cash vouchers, record transactions, and replenish the fund?	3.3 Accurately prepare five petty cash vouchers, record the transactions, and follow the procedures for replenishing the fund?	SSTR 32
3.4 Purchases and Sales			
Preparation of forms	Record applicable information on requisitions, purchase orders, and invoices?	3.41 Accurately prepare five typewritten requisitions for supplies and equipment to be ordered from catalogs?	SSTR 6
	Compute extensions and totals, applicable discounts, and sales tax?	3.42 Accurately prepare five purchase orders and five invoices including computation of applicable discounts and sales tax?	SSTR 46 51
	Verify descriptive and numerical information after recording and computing?	3.43 Accurately post ten purchases and sales on account directly to the proper ledger accounts from invoices, credit memos, and checks and compute the balances of the accounts?	SSTR 31 33
Processing forms	Compute balances in accounts receivable and accounts payable with debit and credit entries?		
	Post invoices, credit memos, or checks?		

CLERK-TYPIST II (6160)			
Topical Outline	**Enabling Competencies**	**Terminal Competencies**	**Ref.**
	CAN THE STUDENT:	CAN THE STUDENT:	
	Prepare monthly statements from invoices and ledger sheets?	3.44 Accurately prepare five customer monthly statements from unpaid customer invoices or from ledger sheets?	SSTR 47 48
	Compute cash and trade discounts where applicable?	3.45 Accurately process five unpaid invoices with accompanying receiving documents for payment?	SSTR 38
	Process unpaid invoices and receiving documents for payment?		
4. MAIL PROCESSING			
4.1 Forwarding Mail	Identify mail to be forwarded and follow correct procedures for forwarding?	4.1 Correctly forward, when appropriate, ten pieces of incoming mail?	SSTR 60
4.2 Outgoing Mail			
Specialized Mail	Identify the appropriate uses of specialized mail?	4.21 Determine most appropriate classification for five pieces of mail?	SSTR 61
Message reply forms	Identify appropriate uses for message reply forms and prepare responses using the forms?	4.22 Prepare three appropriate responses to requests using message reply forms?	

CLERK-TYPIST II (6160)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
5. MAINTENANCE AND CARE OF OFFICE EQUIPMENT			
5.1 Calculating Equipment	Change the ribbon, replace the paper tape, and make minor machine adjustments?	5.1 Change the ribbon, replace the paper tape, and make minor machine adjustments?	SSTR 41
5.2 Reprographic Equipment	Clean, replace pads and blankets, and make minor machine adjustments?	5.2 Clean, replace pads and blankets, and make minor machine adjustments?	SSTR 41
5.3 Typewriters	Clean keys or element and remove dust, change ribbon, and make machine adjustments?	5.3 Clean keys or element and remove dust, change ribbon, and make machine adjustments?	SSTR 41
5.4 Repair Service	Determine when to call for repair or preventative maintenance service?	5.4 Determine when to request repair service or preventative maintenance for five case situations?	
6. OFFICE EXPERIENCE			
6.1 Simulations			
Task Job Flow-of-work	Perform the activities in a simulated office environment and integrate previously acquired competencies?	6.11 Acceptably demonstrate knowledges, skills, and attitudes in simulated office tasks? 6.12 Acceptably synthesize previously learned knowledges, skills, and attitudes to complete the	

CLERK-TYPIST II (6160)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
		tasks of a given position in a model office?	
6.2 Cooperative Office Education		6.2 Successfully perform the tasks required of a part-time office employee?	
7. RECORDS MANAGEMENT			
7.1 Collect and Organize	Collect and organize information on a selected topic?	7.1 Collect and organize five items of information on a selected topic which are judged to be relevant?	SSTR 19
7.2 Filing Procedures	Inspect, index, code, sort, and file information and arrange materials properly in folders?		
7.3 Filing Methods	Determine the appropriate filing methods?	7.31 Determine the appropriate filing method for five case situations?	SSTR 20
Alphabetic	File materials in an alphabetic filing system?	7.32 Accurately file 25 documents alphabetically?	SSTR 21
Geographic	File materials in a geographic filing system?	7.33 Accurately file ten documents geographically?	SSTR 23
Numeric	File materials in a numeric filing system?	7.34 Accurately file ten documents numerically?	SSTR 22

CLERK-TYPIST II (6160)			
Topical Outline	**Enabling Competencies**	**Terminal Competencies**	**Ref.**
	CAN THE STUDENT:	CAN THE STUDENT:	
Subject	File materials in a subject filing system?	7.35 Accurately file ten documents by subject?	SSTR 24
7.4 Cross Reference	Prepare cross-reference sheets when appropriate?	7.4 Correctly prepare five cross-reference sheets?	SSTR 26
7.5 Retrieval	Retrieve materials or information from files and provide information in written form when requested?	7.5 Accurately retrieve five documents or items of information from files and provide written information when requested?	SSTR 25
7.6 Charge-Out	Use proper procedures for charging-out materials?	7.6 Accurately charge-out five documents or items of information from files using proper procedures?	
7.7 Tickler and Follow-Up	Maintain a tickler file performing tasks as indicated by the file?	7.7 Accurately maintain a tickler file that requires the performance of five tasks?	SSTR 27
7.8 Transferral	Bring file folders up to date by merging, transferring and disposing records as appropriate?	7.8 Correctly bring three file folders up to date by merging, transferring, and disposing records as appropriate?	SSTR 15
8. REPROGRAPHICS			
8.1 Appropriate Use	Describe when the stencil, photocopy, or offset is the most appropriate duplication method?	8.1 Justify the most appropriate method of duplication--stencil, photocopy, or offset--for ten case situations?	

CLERK-TYPIST II (6160)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
8.2 Mimeograph	Use proper procedures for stencil preparation ?	8.2 Prepare two acceptable typewritten stencils with art work and lettering, when required?	SSTR 80
8.3 Photocopy	Use proper procedures for copy preparation including cutting and pasting?	8.3 Prepare one acceptable copy for duplication by the photocopy process?	
8.4 Offset		8.41 Prepare two acceptable masters for duplication by the offset process?	SSTR 78
Terminology	Use proper terminology when describing supplies and machine parts?	8.42 Prepare two acceptable "camera-ready" copies for offset plate preparation?	
Paper master preparation	Clean typewriter keys and make proper machine adjustments?	8.43 Produce two usable metal plates from "camera-ready" copy?	
	Use guidelines for proper placement of copy?		
	Make acceptable corrections using appropriate supplies and procedures?		
	Use art work to enhance attractiveness of copy when appropriate?		
Metal plate preparation	Use appropriate paste-up techniques in preparing copy?		
	Operate the metal platemaker to produce usable metal plates?		

CLERK-TYPIST II (6160)

Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
8.5 Machine Operation	Prepare offset for operation? Operate the offset to produce quality copies? Follow procedures for clean up of offset?	8.5 Operate stencil, photocopy, or offset equipment to produce quality copies?	
9. TYPEWRITING			
9.1 Speed and Accuracy	Demonstrate incremental improvement in speed and accuracy?	9.1 Typewrite straight copy at a minimum rate of 45 wpm with an error tolerance acceptable for employment? (Civil Service minimum is 40 wpm with 3 errors for 5 minutes. Note: Number of errors allowed increases as speed increases. Refer to Civil Service Handbook for further information.)	
9.2 Error Correction	Use varied correction techniques such as eraser, fluid, tape, machine, and strikeover?		

CLERK-TYPIST II (6160)				
Topical Outline		Enabling Competencies	Terminal Competencies	Ref.
		CAN THE STUDENT:	CAN THE STUDENT:	
9.3	Business Correspondence	Select and use appropriate formats for business correspondence and envelopes?	9.31 Typewrite from handwritten or edited rough-draft copy three mailable average-length business letters with special features and appropriate copies within 50 minutes?	SSTR 81
			9.32 Typewrite from handwritten or edited rough-draft copy an average-length memorandum in specified format with appropriate copies and all errors neatly corrected within 15 minutes?	SSTR 84
			9.33 Typewrite addresses on 15 envelopes in format recommended by the Postal Service at a rate of one per minute with all errors neatly corrected?	SSTR 76
9.4	Pre-Printed Business Forms	Typewrite information in appropriate spaces, evenly aligned, with proper machine manipulations?	9.4 Typewrite information on three pre-printed forms with the information placed in appropriate spaces, evenly aligned, and all errors neatly corrected within 45 minutes?	SSTR 46 75
9.5	Specialized Typewriting			
	Government documents	Use appropriate format and procedures in typewriting government documents?	9.51 Typewrite in mailable form a typical government document?	

CLERK-TYPIST II (6160)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
Medical documents	Use appropriate format and procedures in typewriting medical documents?	9.52 Typewrite in mailable form a typical medical document?	
Legal documents	Use appropriate format and procedures in typewriting legal documents?	9.53 Typewrite in mailable form a typical legal document?	
9.6 Tables and Statistical Reports	Typewrite tables and statistical reports with correct horizontal and vertical placement of information?	9.61 Typewrite from handwritten edited rough-draft copy two average-length tables or statistical reports, such as a balance sheet, itinerary, bid, budget, or agenda, with information appropriately placed and errors neatly corrected within 50 minutes?	SSTR 77
		9.62 Typewrite from handwritten or edited rough-draft copy a two-page manuscript or report with footnotes, title page, table of contents, and bibliography within 100 minutes?	SSTR 83
9.7 Labels and Index Cards	Use correct procedures in typewriting labels and index cards?	9.71 Typewrite five mailing labels or five file folder labels in correct format with all errors neatly corrected within five minutes?	SSTR 82

CLERK-TYPIST II (6160)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT: 9.72 Typewrite five index cards from handwritten or rough-draft copy in the specified format within five minutes?	
10. WORD PROCESSING			
10.1 Machine Transcription	Demonstrate proper techniques for operating the transcriber? Produce mailable copy at job acceptable speed?	10.1 Transcribe from recorded media three average-length business letters in mailable form within 50 minutes?	SSTR 74
10.2 Text-Editing Equipment			
Uses	Explain uses of text-editing equipment?	10.2 Operate text-editing equipment using proper techniques to record and play back three types of business correspondence?	
Machine Operation	Demonstrate proper techniques for operation of text-editing equipment?		
Recording	Record business documents using text-editing equipment?		
Playback	Play back recorded material?		

CLERK-TYPIST II (6160)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
10.3 Proofread and Edit	Assess copy for logic of content?	10.3 Given three pieces of business correspondence needing revision, edit and revise for accuracy of content, clarity of expression, and appropriateness of style?	SSTR 16

CLERK-TYPIST II (6160)

Topical Outline		Personal Employability Competencies	
		DOES THE STUDENT:	
11.	PERSONAL EMPLOYABILITY SKILLS AND KNOWLEDGES		
11.1	Future Business Leaders of America	11.1	Join and participate in local, regional, and state activities of the Future Business Leaders of America?
11.2	Human Relations Skills		
	Office Behavior	11.21	Exhibit the attitudes and work habits necessary for good interpersonal and employee/employer relations in the office?
	Self-discipline	11.22	Exhibit self-control, persistence, and initiative in completing assignments on time?
		11.23	Accept constructive criticism in a positive manner?
	Responsibility	11.24	Exhibit traits associated with responsibility, such as bringing appropriate materials to class, productive use of time, and frugal use of supplies.
	Self-evaluation	11.25	Evaluate personal work habits and attitudes?
	Attendance and punctuality	11.26	Maintain regularity and promptness in attendance?
	Following instructions	11.27	Follow oral or written instructions in the completion of assigned tasks?
	Appearance and grooming	11.28	Exhibit good grooming and appropriate attire for work according to office standards?

CLERK-TYPIST II (6160)			
Topical Outline		Personal Employability Competencies	
		CAN THE STUDENT:	
11.3	Job Seeking Skills		
	Self-analysis	11.31	Identify skills and personal traits and match them with available job opportunities?
	Resume	11.32	Prepare a typewritten resume?
	Forms	11.33	Prepare typewritten application forms, so applicant is presented favorably?
	Letters	11.34	Compose and typewrite acceptable application letters?
	Job interview	11.35	Demonstrate acceptable behavior during a simulated job interview?
		11.36	Prepare for the job interview by becoming acquainted with company in which interested, preparing information about job competencies, and demonstrating appropriate appearance and personal conduct?
	Follow-up	11.37	Compose and typewrite a positive and appropriate follow-up letter?
		11.38	Identify other appropriate follow-up procedures, such as telephoning and sending additional correspondence?
		DOES THE STUDENT:	
11.4	Organizational Skills		
	Station	11.41	Keep the area in and around the work station uncluttered?

Topical Outline		Personal Employability Competencies
		DOES THE STUDENT:
	Task	11.42 Assemble supplies and information necessary to complete assigned tasks?
	Work priorities	11.43 Plan work efficiently to meet deadlines?
	Work evaluation	11.44 Evaluate own work realistically?
	Office environment	11.45 Maintain an orderly office and reception area?
		CAN THE STUDENT:
11.5	Personal Finances	
	Manage income	11.51 Plan a budget based on net pay?
	Prepare individual income tax	11.52 Prepare an individual income tax form?

STENOGRAPHY I (6250)

Grade Level: 11

Prerequisites: General Business
Typewriting

Stenography I is a double-period occupational preparation course offered at the eleventh-grade level. A shorthand system is taught during the first semester, and theory of the system is reinforced during the second semester. The skill of transcription is emphasized early in the course and developed throughout the year. Communication skills are included as a part of the course. Students are taught touch operation of ten-key calculating machines and are introduced to equipment commonly used in business offices. Secretarial procedures, recordkeeping, stenographic skills, and personal employability skills are integrated in the instructional approach.

The following skill areas are included in Stenography I:

Skill Area 1 - CALCULATING MACHINES
- 1.1 Arithmetic Review
- 1.2 Machine Operation
- 1.3 Speed and Accuracy
- 1.4 Business Applications and Terminology

Skill Area 2 - COMMUNICATION SKILLS
- 2.1 Importance of Communication
- 2.2 Oral Communications
- 2.3 Receptionist Activities
- 2.4 Written Communications

Skill Area 3 - FINANCIAL RECORDS
- 3.1 Introduction
- 3.2 Checking Accounts
- 3.3 Business Forms
- 3.4 Data Processing
- 3.5 Payroll

Skill Area 4 - MAIL PROCESSING
- 4.1 Incoming Mail
- 4.2 Outgoing Mail

Skill Area 5 - MAINTENANCE AND CARE OF OFFICE EQUIPMENT
- 5.1 Calculating Equipment
- 5.2 Reprographic Equipment
- 5.3 Typewriters

Skill Area 6 - RECORDS MANAGEMENT

- 6.1 Information Systems
- 6.2 Filing

Skill Area 7 - REPROGRAPHICS

- 7.1 Appropriate Use
- 7.2 Terminology
- 7.3 Stencil Preparation
- 7.4 Photocopy Preparation
- 7.5 Machine Operation

Skill Area 8 - SHORTHAND AND TRANSCRIPTION

- 8.1 Skill Development
- 8.2 Writing Shorthand and Dictation
- 8.3 Pre-Transcription Skills
- 8.4 Transcription Skills

Skill Area 9 - TYPEWRITING

- 9.1 Review Formats
- 9.2 Speed and Accuracy
- 9.3 Error Correction
- 9.4 Production

Skill Area 10 - WORD PROCESSING

- 10.1 Introduction
- 10.2 Career Opportunities
- 10.3 Machine Transcription

Skill Area 11 - PERSONAL EMPLOYABILITY SKILLS AND KNOWLEDGES

- 11.1 Future Business Leaders of America
- 11.2 Human Relations Skills
- 11.3 Job-Seeking Skills
- 11.4 Organizational Skills

STENOGRAPHY I (6250)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
1. CALCULATING MACHINES			
1.1 Arithmetic Review	Perform the basic arithmetical processes of addition, subtraction, multiplication, and division?	1.1 Operate ten-key calculating equipment by touch?	
1.2 Machine Operation	Operate the machine using proper fingering?	1.2 Accurately compute and verify amounts and total all items on ten business forms?	SSTR* 52
1.3 Speed and Accuracy	Use shortcuts and special function keys to increase speed? Use verification techniques to improve accuracy?		
1.4 Business Applications and Terminology	Compute simple applications of discounts, markups, sales taxes, commissions, interest, and extensions in completing business forms? Use proper teminology in discussing business forms?		
		*V-TECS catalog for secretarial, stenographic, typing, and related occupations.	

STENOGRAPHY I (6250)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
2. COMMUNICATION SKILLS			
2.1 Importance of Communication	Describe the importance of effective written and oral communications in working with associates and others?		
2.2 Oral Communications			
Listening techniques	Demonstrate effective listening techniques?	2.21 Answer five routine calls and route to proper party, give non-confidential information, and take clear messages?	SSTR 68
Basic telephone information	Use basic telephone information such as types of service and calls, time zones, types of equipment, and directories?	2.22 Place five simulated local and long distance calls of a routine nature, using the directory when necessary?	SSTR 69
Incoming calls	Demonstrate correct procedures for answering promptly and properly, taking messages, and terminating calls?		
Outgoing calls	Demonstrate proper procedure for placing outgoing local and long distance calls?		

STENOGRAPHY I (6250)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
2.3 Receptionist Activities			
Office visitors	Greet visitors in a businesslike manner and direct to proper offices? Make introductions properly?	2.3 Perform routine receptionist activities for five case situations including greeting visitors, making introductions, and scheduling appointments?	SSTR 67
Appointments	Schedule and confirm appointments?		
2.4 Written Communications			
Composition	Compose simple business communications using correct grammar, appropriate references, and letter writing principles?	2.4 Compose and typewrite in mailable form simple business correspondence for three given situations?	SSTR 71
Internal and External Communications	Compose simple memoranda, letters, and reports that contain all relevant information?		
3. FINANCIAL RECORDS			
3.1 Introduction			
Need for financial records	Describe the need for financial records?		

STENOGRAPHY I (6250)				
Topical Outline	Enabling Competencies	Terminal Competencies		Ref.
	CAN THE STUDENT:	CAN THE STUDENT:		
Terminology	Use proper terminology when discussing financial records?			
Importance of accuracy	Describe the importance of accurate financial records?			
3.2 Checking Accounts				
Check-writing	Use the proper procedures for writing and recording checks?	3.21	Accurately complete legible check records and checks from source documents for five payments?	SSTR 54
Endorsements	Determine appropriate endorsements?	3.22	Endorse five checks using blank, restrictive, or full method of endorsement as appropriate for the situation?	SSTR 42
Deposits	Prepare deposit slips properly?	3.23	Accurately prepare three legible deposit slips involving checks, currency, and coins?	SSTR 53
Reconciliation	Reconcile a bank statement?	3.24	Prepare a simple reconciliation using a bank statement, canceled checks, previous reconcilation, check stubs, or register, and record of deposits, so the balance on the check records or register agrees with the bank statement balance?	SSTR 39

STENOGRAPHY I (6250)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
3.3 Business Forms			
Interpretation	Extract applicable information from source documents?	3.31 Accurately extract information from a group of ten unpaid invoices?	
Preparation	Compute extensions, totals, applicable discounts, and sales tax?	3.32 Accurately compute extensions and totals on five invoices?	SSTR 46
	Record applicable information in appropriate spaces and columns?	3.33 Accurately compute the allowable cash discounts and determine the net amount for five invoices?	SSTR 51
	Verify descriptive and numerical information after recording and computing?	3.34 Accurately determine sales tax on five documents using available charts or by computations?	
		3.35 Accurately complete from source documents four invoices in correct format?	SSTR 46
3.4 Data Processing			
Terminology	Define basic data processing terms?	3.41 Define commonly used data processing terms?	
Impact on office workers	Identify the effects of data processing on current and future office workers?	3.42 Identify the effects of data processing on office work?	

STENOGRAPHY I (6250)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
3.5 Payroll			
Gross earnings	Compute gross earnings for employees who receive salaries, hourly earnings including overtime, and commissions?	3.51 Accurately compute five net pay amounts including calculation of gross earnings and deductions?	SSTR 28 30
Deductions	Compute required and voluntary deductions using charts or by computations?	3.52 Accurately complete and verify payroll for five employees when given time cards, payroll register, and individual employee earnings records?	SSTR 28 30
Net pay	Compute net pay?		
Records	Record payroll computations in a register and in an employee's individual earnings record?		
Disbursements	Compute a payroll change sheet and cash slips for disbursing cash payroll?	3.53 Accurately prepare five typewritten or handwritten pay vouchers or cash slips from payroll records.	SSTR 28
	Prepare typewritten and handwritten voucher checks?		

STENOGRAPHY I (6250)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
4. MAIL PROCESSING			
4.1 Incoming Mail	Open, stamp, sort, route, and distribute incoming mail?	4.1 Correctly open, stamp, sort, and route ten routine pieces of incoming mail?	SSTR 59
4.2 Outgoing Mail		4.2 Correctly prepare ten letters for mailing by verifying addresses including ZIP codes, checking for enclosures, folding and inserting properly into appropriate envelopes, sealing and determining postage?	SSTR 57 66
Classes	Select appropriate class of mail for various items to be mailed?		
Preparation	Verify addresses, check for enclosures, and properly fold and insert items to be mailed in envelopes?		
	Use the National Zip Code Directory?		
Postage	Determine correct postage for mail of different classes and weights?		
Packages	Prepare packages for mailing?		
Postal information	Use available sources of postal information to process mail?		

STENOGRAPHY I (6250)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
5. MAINTENANCE AND CARE OF OFFICE EQUIPMENT			
5.1 Calculating Equipment	Change the ribbon, replace the paper tape, and make minor machine adjustments?	5.1 Change the ribbon, replace the paper tape, and make minor machine adjustments?	SSTR 41
5.2 Reprographic Equipment	Clean, replace pads, and make minor machine adjustments?	5.2 Clean, replace pads, and make minor machine adjustments?	SSTR 41
5.3 Typewriters	Clean keys or elements and remove dust, change ribbon, and make machine adjustments?	5.3 Clean keys or elements and remove dust, change ribbon, and make machine adjustments?	SSTR 41

STENOGRAPHY I (6250)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
6. RECORDS MANAGEMENT			
6.1 Information Systems			
Need for accurate records	Describe the need for keeping accurate records?		
Terminology	Use proper terminology when discussing various aspects of filing?		
Filing supplies and equipment	Identify types of supplies and equipment and describe uses of each?		
6.2 Filing			
Alphabetic rules	Apply alphabetic filing rules?	6.21 Correctly index, code, sort, and file alphabetically 15 documents?	SSTR 21
	Inspect, index, code, sort and file alphabetic information and arrange material properly in folders?		
Retrieval	Retrieve requested information or materials?	6.22 Correctly retrieve ten documents or items of information from the files?	SSTR 25

STENOGRAPHY I (6250)			
Topical Outline	**Enabling Competencies**	**Terminal Competencies**	**Ref.**
7. REPROGRAPHICS	CAN THE STUDENT:	CAN THE STUDENT:	
7.1 Appropriate Use	Describe when stencil or photocopy is the most appropriate duplication method?	7.1 Justify the most appropriate method of duplication, stencil or photocopy for ten case situations?	
7.2 Terminology	Use proper terminology when describing supplies and machine parts for stencil or photocopy equipment?		
7.3 Stencil Preparation	Clean typewriter keys and make proper machine adjustments? Prepare a typewritten stencil with acceptable corrections, using the illuminated drawing board for artwork and lettering when appropriate?	7.3 Prepare two acceptable handwritten or typewritten stencils, using artwork and lettering when required?	SSTR 80
7.4 Photocopy Preparation	Select appropriate method of preparation, including cutting and pasting, according to copying process used?	7.4 Prepare an acceptable copy for duplication by the photocopy process?	
7.5 Machine Operation	Operate stencil or photocopy equipment to produce quality copies?	7.5 Operate stencil or photocopy equipment to produce quality copies?	

STENOGRAPHY I (6250)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
8. SHORTHAND AND TRANSCRIPTION		8. Prepare three typewritten transcripts of previewed, unfamiliar materials dictated at 60 wpm for three minutes? Each transcript must be completed within 45 minutes.	
8.1 Skill Development			
Listening and phonetic association	Determine the phonetic sounds and make association with the shorthand symbols?		
Reading	Read aloud shorthand characters, outlines, and symbols rapidly and accurately from familiar textbook plates or chalkboard?		
Writing	Write accurate outlines, characters, and symbols?		
8.2 Writing Shorthand and Dictation			
Familiar material	Write fluently shorthand outlines from familiar dictation material?		
Unfamiliar material	Write shorthand outlines from unfamiliar material for which the more difficult words have been previewed?		

STENOGRAPHY I (6250)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
8.3 Pre-Transcription Skills			
Spelling	Spell correctly, detect incorrect spelling, and use references to prepare accurately typewritten transcripts?		
Punctuation	Punctuate correctly?		
Capitalization	Capitalize in an acceptable manner?		
Vocabulary	Demonstrate a workable vocabulary by recognizing common business terms and by discriminating between homonyms?		
Grammar	Use correct grammar?		
Word division	Divide words correctly?		
Proofreading	Proofread for 100 percent accuracy using various proofreading techniques?		
Numbers	Use numbers correctly?		
Typewriting skills	Use previously acquired skills to prepare typewritten transcripts?		
	Follow oral and written instructions?		

STENOGRAPHY I (6250)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
8.4 Transcription Skills			
Oral	Read shorthand notes from homework assignments fluently and rapidly?		
	Read notes recorded from dictation fluently and rapidly?		
Typewritten	Prepare accurate typewritten transcripts from homework notes?		
	Prepare accurate typewritten transcripts from dictation?		
9. TYPEWRITING			
9.1 Review Formats	Select and use appropriate formats for business correspondence?		
9.2 Speed and Accuracy	Demonstrate incremental improvement in speed and accuracy?	9.2 Typewrite straight copy at a minimum rate with an error tolerance acceptable for employment? (Civil Service minimum is 40 wpm with 3 errors for 5 minutes. Note: Number of errors allowed increases as speed increases. Refer to Civil Service Handbook for further information.)	

STENOGRAPHY I (6250)				
Topical Outline		Enabling Competencies	Terminal Competencies	Ref.
		CAN THE STUDENT:	CAN THE STUDENT:	
9.3	Error Correction	Use various correction media such as erasers, fluid, tape, and self-correcting typewriters?		
9.4	Production			
	Correspondence	Typewrite business correspondence from rough draft copy?	9.41 Typewrite from handwritten or edited rough-draft copy two mailable business letters with special features and appropriate copies within 50 minutes?	SSTR 81
	Envelopes	Typewrite addresses on envelopes in format recommended by the postal service.	9.42 Typewrite from handwritten or edited rough-draft copy a short memorandum in specified format with appropriate copies and all errors neatly corrected within 15 minutes?	SSTR 84
	Preprinted forms	Typewrite information in appropriate spaces, evenly aligned, using proper machine manipulations?	9.43 Typewite addresses on ten envelopes at the rate of one per minute with all errors neatly corrected?	SSTR 76
			9.44 Typewrite routine information on three short pre-printed forms with the information placed in appropriate spaces, evenly aligned, and all errors neatly corrected within 45 minutes?	SSTR 46 75

STENOGRAPHY I (6250)				
Topical Outline	Enabling Competencies	Terminal Competencies		Ref.
	CAN THE STUDENT:	CAN THE STUDENT:		
Tables and statistical reports	Typewrite tables and statistical reports with correct horizontal and vertical placement of information?	9.45	Typewrite from handwritten or edited rough-draft copy two short tables or statistical reports, such as a balance sheet, itinerary, bid, budget, or agenda, with information appropriately placed and errors neatly corrected within 50 minutes?	SSTR 77
		9.46	Typewrite from handwritten or edited rough-draft copy a two-page manuscript with footnotes, a title page, and bibliography within 100 minutes?	SSTR 83
Labels	Typewrite mailing labels and file folder labels in correct format?	9.47	Typewrite five mailing lables or file folder labels in correct format and correct all errors within ten minutes?	SSTR 82
Index cards	Typewrite from rough-draft copy information on index cards?	9.48	Typewrite five index cards from handwritten or rough-draft copy in the specified format within ten minutes?	SSTR 85

STENOGRAPHY I (6250)				
Topical Outline		Enabling Competencies	Terminal Competencies	Ref.
		CAN THE STUDENT:	CAN THE STUDENT:	
10.	WORD PROCESSING			
10.1	Introduction			
	Terminology	Define basic word processing terms?	10.11 Define commonly used word processing terms?	
	Impact on office workers	Identify the effects of word processing on current and future office workers?	10.12 Identify the effects of word processing on office workers?	
	Flow of work	Describe the flow of work for a word processing system?		
10.2	Career Opportunities	Describe career opportunities and career ladders in word processing systems?		
10.3	Machine Transcription	Operate a transcriber efficiently?	10.31 Accurately transcribe from recorded media two letters of average length within 45 minutes?	SSTR 74
		Produce mailable copy?		
		Proofread and edit using proofreader's symbols?	10.32 Review, edit, and revise two pieces of business correspondence for mailability using proofreader's symbols?	SSTR 16

STENOGRAPHY I (6250)	
Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
11. PERSONAL EMPLOYABILITY SKILLS AND KNOWLEDGES	
11.1 Future Business Leaders of America	11.1 Join and participate in local, regional, and state activities of the Future Business Leaders of America?
11.2 Human Relations Skills	
Office behavior	11.21 Exhibit the attitudes and work habits necessary for good interpersonal and employee/employer relations in the office?
Self-discipline	11.22 Exhibit self-control, persistence, and initiative in completing assignments on time?
Responsibility	11.23 Exhibit traits associated with responsibility such as bringing appropriate materials to class, productive use of time, and frugal use of supplies?
Self-evaluation	11.24 Evaluate personal work habits and attitudes?
Attendance and punctuality	11.25 Maintain regularity and promptness in attendance?
Following instructions	11.26 Follow oral or written instructions in the completion of assigned tasks?
Appearance and grooming	11.27 Exhibit good grooming and appropriate attire for work according to office standards?

STENOGRAPHY I (6250)	
Topical Outline	**Personal Employability Competencies**
	CAN THE STUDENT:
11.3 Job-Seeking Skills	
Employment opportunities	11.31 List sources of information for employment opportunities?
	11.32 Compare and contrast working conditions and advancement opportunities in large and small, public and private, and urban and rural businesses and organizations?
Self-analysis	11.33 Identify personal strengths, weaknesses, and ambitions and match them with job opportunities?
Resume	11.34 Prepare a resume?
Forms	11.35 Prepare application forms handwritten and typewritten, so applicant is presented favorably?
Letters	11.36 Compose and typewrite acceptable application letters?
Job interview	11.37 Demonstrate acceptable behavior during a simulated job interview?
Follow-up	11.38 Compose and typewrite a positive and appropriate follow-up letter?
	11.39 Identify other appropriate follow-up procedures such as telephoning and sending additional correspondence?

STENOGRAPHY I (6250)	
Topical Outline	**Personal Employability Competencies**
	CAN THE STUDENT:
Letters	11.36 Compose and typewrite acceptable application letters?
Job interview	11.37 Demonstrate acceptable behavior during a simulated job interview?
Follow-up	11.38 Compose and typewrite a positive and appropriate follow-up letter?
	11.39 Identify other appropriate follow-up procedures such as telephoning and sending additional correspondence?
	DOES THE STUDENT:
11.4 Organizational Skills	
Station	11.41 Keep the area in and around the work station uncluttered?
Task	11.42 Assemble supplies and information necessary to complete assigned tasks?
Work priorities	11.43 Plan work efficiently to meet deadlines?

STENOGRAPHY II (6260)

Grade Level: 12

Prerequisites: Stenography I

Course Description: Stenography II is a double-period occupational preparation course offered at the twelfth-grade level. Emphasis is on refining stenographic skills developed in Stenography I. Units of instruction include financial records, records management, mail processing, oral and written communications, reprographics, word and data processing, calculating machine operation, secretarial procedures, human relations skills, shorthand and machine transcription, as well as typewriting and shorthand speed and accuracy development.

A review of the skills and knowledges developed in Stenography I is included in Stenography II, so students can improve, build upon, and integrate previously learned skills and knowledges. Accordingly, much repetition occurs in the topical outlines for Stenography I and Stenography II. However, tasks assigned Stenography II students have greater complexity and require more decision-making skills. Expected competencies for Stenography II students are based on performance with more difficult or advanced materials than those used with Stenography I students.

The following skill areas are included in Stenography II:

Skill Area 1 - CALCULATING MACHINES
- 1.1 Arithmetic Review
- 1.2 Speed and Accuracy
- 1.3 Business Applications and Terminology

Skill Area 2 - COMMUNICATIONS SKILLS
- 2.1 Telephone Use
- 2.2 Written Communications

Skill Area 3 - FINANCIAL RECORDS
- 3.1 Business Forms
- 3.2 Data Processing
- 3.3 Payroll Records
- 3.4 Petty Cash

Skill Area 4 - MAIL PROCESSING
- 4.1 Forwarding Mail
- 4.2 Outgoing Mail

Skill Area 5 - MAINTENANCE AND CARE OF OFFICE EQUIPMENT
- 5.1 Calculating Equipment
- 5.2 Reprographic Equipment
- 5.3 Typewriters
- 5.4 Repair Service

Skill Area 6 - OFFICE EXPERIENCE
- 6.1 Simulations
- 6.2 Cooperative Office Education

Skill Area 7 - RECORDS MANAGEMENT
- 7.1 Collect and Organize
- 7.2 Filing Procedures
- 7.3 Filing Methods
- 7.4 Cross Reference
- 7.5 Retrieval
- 7.6 Charge-Out
- 7.7 Tickler and Follow-Up
- 7.8 Transferral

Skill Area 8 - REPROGRAPHICS
- 8.1 Appropriate Use
- 8.2 Mimeograph
- 8.3 Photocopy
- 8.4 Offset
- 8.5 Machine Operation

Skill Area 9 - SHORTHAND AND TRANSCRIPTION
- 9.1 Review of Basic Elements
- 9.2 Speed and Accuracy

Skill Area 10 - TYPEWRITING
- 10.1 Speed and Accuracy
- 10.2 Error Correction
- 10.3 Business Correspondence
- 10.4 Pre-Printed Business Forms
- 10.5 Specialized Typewriting
- 10.6 Tables and Statistical Reports
- 10.7 Labels and Index Cards

Skill Area 11 - WORD PROCESSING
- 11.1 Machine Transcription
- 11.2 Text-Editing Equipment
- 11.3 Proofread and Edit

Skill Area 12 - PERSONAL EMPLOYABILITY SKILLS AND KNOWLEDGES
- 12.1 Future Business Leaders of America
- 12.2 Human Relations Skills
- 12.3 Job Seeking Skills
- 12.4 Organizational Skills
- 12.5 Personal Finances

STENOGRAPHY II (6160)			
Topical Outline	**Enabling Competencies**	**Terminal Competencies**	**Ref.**
	CAN THE STUDENT:	**CAN THE STUDENT:**	
1. CALCULATING MACHINES			
1.1 Arithmetic Review	Operate the calculator to perform basic arithmetical processes of addition, subtraction, multiplication, and division?	1.1 Operate ten-key calculating equipment at a minimum rate and with an error tolerance acceptable for employment?	
1.2 Speed and Accuracy	Use shortcuts and special function keys to increase speed? Use verification techniques to improve accuracy? Demonstrate incremental improvement in speed and accuracy?		
1.3 Business Applications and Terminology	Compute advanced applications of series discounts, cash discounts, markups, sales taxes, commissions, interest and extensions in completing business forms?	1.31 Accurately compute allowable cash discounts on ten invoices with varying discount terms and determine the net amount of the invoices?	SSTR* 51
	Use proper terminology in discussing business forms?	1.32 Accurately compute and verify amounts and total all items on 15 business forms?	SSTR 52
		*V-TECS catalog for secretarial, stenographic, typing, and related occupations.	

STENOGRAPHY II (6260)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
2. COMMUNICATION SKILLS			
2.1 Telephone Use	Demonstrate proper procedures for placing outgoing local and long distance calls?	2.11 Answer five calls and route to proper party, give non-confidential information, and take clear messages?	SSTR 68
		2.12 Place five simulated local and long distance calls, using the directory when necessary?	SSTR 69
2.2 Written Communications	Compose typewritten business communications using correct grammar, appropriate references, and letter writing principles?	2.2 Compose and typewrite in mailable form appropriate business correspondence for three given situations?	SSTR 71
3. FINANCIAL RECORDS			
3.1 Business Forms	Extract information from source documents?	3.11 Accurately prepare five typewritten requisitions for supplies and equipment to be ordered from catalogs?	SSTR 6
	Record applicable information on requisitions, purchase orders, and invoices?	3.12 Accurately prepare five purchase orders, and five invoices including computation of applicable discounts and sales tax?	SSTR 46 51

STENOGRAPHY II (6260)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
	Compute extensions and totals, applicable discounts, and sales tax?	3.13 Accurately process five unpaid invoices with accompanying receiving documents for payment?	SSTR 38
	Verify descriptive and numerical information after recording and computing?		
	Process unpaid invoices and receiving documents for payment?		
3.2 Data Processing	Explain the importance of data processing systems to today's business?	3.21 Accurately identify common equipment and procedures used in data processing?	
Importance and uses	Identify uses of common types of data processing equipment?		
Sources and types of data	Identify sources and types of data?		
Terminology	Use proper terminology to describe the data processing cycle?		
Input preparation and entry	Use key-entry equipment, if available, for input?	3.22 Correctly enter information from ten source documents, manually or by machine, in predetermined fields on punch cards?	SSTR 55

STENOGRAPHY II (6260)			
Topical Outline	**Enabling Competencies**	**Terminal Competencies**	**Ref.**
	CAN THE STUDENT:	**CAN THE STUDENT:**	
Processing	Classify, sort, and summarize input information?	3.23 Accurately classify, sort, and summarize information entered on punch cards from ten source documents?	
Storage	Identify various types of storage media and appropriate use of each?		
Output	Interpret and use various types of output?	3.24 Extract five items of information from computer printouts?	
3.3 Payroll Records	From time records or salary schedules, complete payroll register, individual employee earnings records, and prepare payroll checks?	3.31 Accurately prepare complete payroll for five employees including payroll register, individual earnings records, and checks?	SSTR 28 30
	Complete a payroll change sheet and cash slips for disbursing cash payroll?	3.32 Accurately prepare a payroll change sheet and cash slips for five net pay amounts?	
3.4 Petty Cash	Prepare petty cash vouchers, record transactions, and replenish the fund?	3.4 Accurately prepare five petty cash vouchers, record the transactions, and follow the procedures for replenishing the fund?	SSTR 32

STENOGRAPHY II (6260)				
Topical Outline		Enabling Competencies	Terminal Competencies	Ref.
		CAN THE STUDENT:	CAN THE STUDENT:	
4.	MAIL PROCESSING			
4.1	Forwarding Mail	Identify mail to be forwarded and follow correct procedures for forwarding?	4.1 Correctly forward, when appropriate, ten pieces of incoming mail?	SSTR 60
4.2	Outgoing Mail			
	Specialized mail	Identify the appropriate uses of specialized mail?	4.21 Determine most appropriate classification for five pieces of mail?	SSTR 61
	Message reply forms	Identify appropriate uses for message reply forms and prepare responses using the forms?	4.22 Prepare three appropriate responses to requests using message reply forms?	
5.	MAINTENANCE AND CARE OF OFFICE EQUIPMENT			
5.1	Calculating Equipment	Change the ribbon, replace the paper tape, and make minor machine adjustments?	5.1 Change the ribbon, replace the paper tape, and make minor machine adjustments?	SSTR 41
5.2	Reprographic Equipment	Clean, replace pads and blankets, and make minor machine adjustments?	5.2 Clean, replace pads and blankets, and make minor machine adjustments?	SSTR 41
5.3	Typewriters	Clean keys or element and remove dust, change ribbon, and make machine adjustments?	5.3 Clean keys or element and remove dust, change ribbon, and make machine adjustments?	SSTR 41

STENOGRAPHY II (6260)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
5.4 Repair Service	Determine when to call for repair or preventative maintenance service?	5.4 Determine when to request repair service or preventative maintenance for five case situations?	
6. OFFICE EXPERIENCE			
6.1 Simulations	Perform the activities in a simulated office environment and integrate previously acquired competencies?	6.11 Acceptably demonstrate knowledges, skills, and attitudes in simulated office tasks?	
Task Job Flow-of-work		6.12 Acceptably synthesize previously learned knowledges, skills, and attitudes to complete the tasks of a given position in a model office?	
6.2 Cooperative Office Education		6.2 Successfully perform the tasks required of a part-time office employee?	
7. RECORDS MANAGEMENT			
7.1 Collect and Organize	Collect and organize information on a selected topic?	7.1 Collect and organize five items of information on a selected topic which are judged to be relevant?	SSTR 19

STENOGRAPHY II (6260)				
Topical Outline		Enabling Competencies	Terminal Competencies	Ref.
		CAN THE STUDENT:	CAN THE STUDENT:	
7.2	Filing Procedures	Inspect, index, code, sort, and file information and arrange materials properly in folders?		
7.3	Filing Methods	Determine the appropriate filing methods?	7.31 Determine the appropriate filing method for five case situations?	
	Alphabetic	File materials in an alphabetic filing system?	7.32 Accurately file 25 documents alphabetically?	SSTR 21
	Geographic	File materials in a geographic filing system?	7.33 Accurately file ten documents geographically?	SSTR 23
	Numeric	File materials in a numeric filing system?	7.34 Accurately file ten documents numerically?	SSTR
	Subject	File materials in a subject filing system?	7.35 Accurately file ten documents by subject?	SSTR 24
7.4	Cross Reference	Prepare cross-reference sheets, when appropriate?	7.4 Correctly prepare five cross-reference sheets?	SSTR 26
7.5	Retrieval	Retrieve materials or information from files and provide information in written form when requested?	7.5 Accurately retrieve five documents or items of information from files and provide written information when requested?	SSTR 25
7.6	Charge-Out	Use proper procedures for charging-out materials?	7.6 Accurately charge-out five documents or items of information from files using proper procedures?	

STENOGRAPHY II (6260)				
Topical Outline		Enabling Competencies	Terminal Competencies	Ref.
		CAN THE STUDENT:	CAN THE STUDENT:	
7.7	Tickler and Follow-up	Maintain a tickler file performing tasks as indicated by the file?	7.7 Accurately maintain a tickler file that requires the performance of five tasks?	SSTR 27
7.8	Transferral	Bring file folders up to date by merging, transferring, and disposing records as appropriate?	7.8 Correctly bring three file folders up to date by merging, transferring, and disposing records as appropriate?	SSTR 15
8.	REPROGRAPHICS			
8.1	Appropriate Use	Describe when the stencil, photocopy, or offset is the most appropriate duplication method?	8.1 Justify the most appropriate method of duplication--stencil, photocopy, or offset--for ten case situations?	
8.2	Mimeograph	Use proper procedures for stencil preparation?	8.2 Prepare two acceptable typewritten stencils with art work and lettering when required?	SSTR 80
8.3	Photocopy	Use proper procedures for copy preparation including cutting and pasting?	8.3 Prepare one acceptable copy for duplication by the photocopy process?	
8.4	Offset		8.41 Prepare two acceptable masters for duplication by the offset process?	SSTR 78

STENOGRAPHY II (6260)			
Topical Outline	**Enabling Competencies**	**Terminal Competencies**	**Ref.**
	CAN THE STUDENT:	CAN THE STUDENT:	
Terminology	Use proper terminology when describing supplies and machine parts?	8.42 Prepare two acceptable "camera-ready" copies for offset plate preparation?	
Paper master preparation	Clean typewriter keys and make proper machine adjustments?	8.43 Produce two usable metal plates from "camera-ready" copy?	
	Use guidelines for proper placement of copy?		
	Make acceptable corrections using appropriate supplies and procedures?		
	Use art work to enhance attractiveness of copy when appropriate?		
Metal plate preparation	Use appropriate paste-up techniques in preparing copy?		
	Operate the metal platemaker to produce usable metal plates?		
8.5 Machine Operation	Prepare offset for operation?	8.5 Operate stencil, photocopy, or offset equipment to produce quality copies?	
	Operate the offset to produce quality copies?		
	Follow procedures for clean up of offset?		

STENOGRAPHY II (6260)				
Topical Outline		Enabling Competencies	Terminal Competencies	Ref.
		CAN THE STUDENT:	CAN THE STUDENT:	
9.	SHORTHAND AND TRANSCRIPTION			
9.1	Review of Basic Elements			
	Theory	Write dictated theory words in shorthand and transcribe with 95 percent accuracy?		
	Pre-transcription skills	Use correct grammar and punctuation referring to dictionaries, word-division manuals, style manuals, and other available reference manuals to prepare mailable transcripts of dictated materials?		
9.2	Speed and Accuracy	Write dictation from unfamiliar material at a minimum rate of 80 wpm for a period of three minutes?	9.21 Prepare three typewritten transcripts of unpreviewed material dictated at a minimum rate of 80 wpm for three minutes? Each transcript must be completed within 45 minutes.	SSTR 73
			9.22 Prepare two typewritten transcripts taken from office-style dictation in mailable form?	SSTR 73

STENOGRAPHY II (6260)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
10. TYPEWRITING	CAN THE STUDENT:	CAN THE STUDENT:	
10.1 Speed and Accuracy	Demonstrate incremental improvement in speed and accuracy?	10.1 Typewrite straight copy at a minimum rate of 45 wpm with an error tolerance acceptable for employment? (Civil Service minimum is 40 wpm with 3 errors for 5 minutes. Note: Number of errors allowed increases as speed increases. Refer to Civil Service Handbook for further information.)	
10.2 Error Corrections	Use varied correction techniques such as eraser, fluid, tape, machine, and strikeover?		
10.3 Business Correspondence	Select and use appropriate formats for business correspondence and envelopes?	10.31 Typewrite from handwritten or edited rough-draft copy three mailable average-length business letters with special features and appropriate copies within 50 minutes?	SSTR 81
		10.32 Typewrite from handwritten or edited rough-draft copy an average-length memorandum in specified format with appropriate copies and all	SSTR 84

STENOGRAPHY II (6260)				
Topical Outline		Enabling Competencies	Terminal Competencies	Ref.
		CAN THE STUDENT:	CAN THE STUDENT:	
			errors neatly corrected within 15 minutes?	
			10.33 Typewrite addresses on 15 envelopes in format recommended by the Postal Service at a rate of one per minute with all errors neatly corrected?	SSTR 76
10.4	Pre-Printed Business Forms	Typewrite information in appropriate spaces, evenly aligned, with proper machine manipulations?	10.4 Typewrite information on three pre-printed forms with the information placed in appropriate spaces, evenly aligned, and all errors neatly corrected within 45 minutes?	SSTR 46 75
10.5	Specialized Typewriting			
	Government documents	Use appropriate format and procedures in typewriting government documents?	10.51 Typewrite in mailable form a typical government document?	
	Medical documents	Use appropriate format and procedures in typewriting medical documents?	10.52 Typewrite in mailable form a typical medical document?	
	Legal documents	Use appropriate format and procedures in typewriting legal documents?	10.53 Typewrite in mailable form a typical legal document?	

STENOGRAPHY II (6260)				
Topical Outline		Enabling Competencies	Terminal Competencies	Ref.
		CAN THE STUDENT:	CAN THE STUDENT:	
10.6	Tables and Statistical Reports	Typewrite tables and statistical reports with correct horizontal and vertical placement of information?	10.61 Typewrite from handwritten edited rough-draft copy two average-length tables or statistical reports, such as a balance sheet, itinerary, bid, budget, or agenda, with information appropriately placed and errors neatly corrected within 50 minutes?	SSTR 77
			10.62 Typewrite from handwritten or edited rough-draft copy a two-page manuscript or report with footnotes, title page, table of contents, and bibliography within 100 minutes?	SSTR 83
10.7	Labels and Index Cards	Use correct procedures in typewriting labels and index cards?	10.71 Typewrite five mailing labels or five file folder labels in correct format with all errors neatly corrected within five minutes?	SSTR 82
			10.72 Typewrite five index cards from handwritten or rough-draft copy in the specified format within five minutes?	

STENOGRAPHY II (6260)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
11. WORD PROCESSING			
11.1 Machine Transcription	Demonstrate proper techniques for operating the transcriber?	11.1 Transcribe from recorded media three average-length business letters in mailable form within 45 minutes?	SSTR 74
11.2 Text-Editing Equipment		11.2 Operate text-editing equipment using proper techniques to record and playback three types of business correspondence?	
Uses	Explain uses of text-editing equipment?		
Machine operation	Demonstrate proper techniques for operation of text-editing equipment?		
Recording	Record business documents using text-editing equipment?		
Playback	Play back recorded material?		
11.3 Proofread and Edit	Assess copy for logic of content? Identify and correct errors such as typographical, punctuation, grammar, spelling, and transposition?	11.3 Given three pieces of business correspondence needing revision, edit and revise for accuracy of content, clarity of expression, and appropriateness of style?	SSTR 16

STENOGRAPHY II (6260)	
Topical Outline	**Personal Employability Competencies**
	DOES THE STUDENT:
12. PERSONAL EMPLOYABILITY SKILLS AND KNOWLEDGES	
12.1 Future Business Leaders of America	12.1 Join and participate in local, regional, and state activities of the Future Business Leaders of America?
12.2 Human Relations Skills	
Office behavior	12.21 Exhibit the attitudes and work habits necessary for good interpersonal and employee/employer relations in the office?
Self-discipline	12.22 Exhibit self-control, persistence, and initiative in completing assignments on time?
	12.23 Accept constructive criticism in a positive manner?
Responsibility	12.24 Exhibit traits associated with responsibility, such as bringing appropriate materials to class, productive use of time, and frugal use of supplies?
Self-evaluation	12.25 Evaluate personal work habits and attitudes?
Attendance and punctuality	12.26 Maintain regularity and promptness in attendance?
Following instructions	12.27 Follow oral or written instructions in the completion of assigned tasks?
Appearance and grooming	12.28 Exhibit good grooming and appropriate attire for work according to office standards?

STENOGRAPHY II (6260)	
Topical Outline	**Personal Employability Competencies**
	CAN THE STUDENT:
12.3 Job Seeking Skills	
Self-analysis	12.31 Identify skills and personal traits and match them with available job opportunities?
Resume	12.32 Prepare a typewritten resume?
Forms	12.33 Prepare typewritten application forms so that applicant is presented favorably?
Letters	12.34 Compose and typewrite acceptable application letters?
Job interview	12.35 Demonstrate acceptable behavior during a simulated job interview?
	12.36 Prepare for the job interview by becoming acquainted with company in which interested, preparing information about job competencies, and demonstrating appropriate appearance and personal conduct?
Follow-up	12.37 Compose and typewrite a positive and appropriate follow-up letter?
	12.38 Identify other appropriate follow-up procedures, such as telephoning and sending additional correspondence?
	DOES THE STUDENT:
12.4 Organizational Skills	
Station	12.41 Keep the area in and around the work station uncluttered?

Topical Outline	Personal Employability Competencies
	DOES THE STUDENT:
Task	12.42 Assemble supplies and information necessary to complete assigned tasks?
Work priorities	12.43 Plan work efficiently to meet deadlines?
Work evaluation	12.44 Evaluate own work realistically?
Office environment	12.45 Maintain an orderly office and reception area?
	CAN THE STUDENT:
12.5 Personal Finances	
Manage income	12.51 Plan a budget based on net pay?
Prepare individual income tax	12.52 Prepare an individual income tax form?

BEGINNING SHORTHAND (6211)

Grade Level: 11 or 12

Prerequisites: Typewriting

Beginning shorthand is a one-year, single-period course available on an elective basis at grade eleven or twelve. The purpose of the offering is to develop beginning typewritten transcription skill. This course is supplementary to all office occupation programs except the Secretarial, Stenographic, and Related Occupations program. Students learn a shorthand system, to read fluently from shorthand copy, to write legible shorthand notes, to construct outlines for unfamiliar words under the stress of dictation, and to use the typewriter for transcription.

The following skill areas are included in Beginning Shorthand:

SKILL AREA 1 - SHORTHAND AND TRANSCRIPTION

1.1 Skill Development
1.2 Writing Shorthand and Dictation
1.3 Pre-Transcription Skills
1.4 Transcription Skills

SKILL AREA 2 - TYPEWRITING

2.1 Review Formats
2.2 Error Correction
2.3 Typewriter Maintenance and Care

SKILL AREA 3 - PERSONAL EMPLOYABILITY SKILLS AND KNOWLEDGES

3.1 Future Business Leaders of America
3.2 Human Relations Skills
3.3 Organizational Skills

BEGINNING SHORTHAND (6211)			
Topical Outline	**Enabling Competencies**	**Terminal Competencies**	**Ref.**
	CAN THE STUDENT:	CAN THE STUDENT:	
1. SHORTHAND AND TRANSCRIPTION		1. Prepare three typewritten transcripts from previewed, unfamiliar materials dictated at 60 wpm for three minutes? Each transcript must be completed within 45 minutes.	
1.1 Skill Development			
Listening and phonetic association	Determine the phonetic sounds and make association with the shorthand symbols?		
Reading	Read aloud shorthand characters, outlines, and symbols rapidly and accurately from familiar textbook plates or chalkboard?		
Writing	Write accurate outlines, characters, and symbols?		
1.2 Writing Shorthand and Dictation			
Familiar material	Write fluently shorthand outlines from familiar dictation material?		
Unfamiliar material	Write shorthand outlines from unfamiliar material for which the more difficult words have been previewed?		

BEGINNING SHORTHAND (6211)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
1.3 Pre-Transcription Skills			
Spelling	Spell correctly, detect incorrect spelling, and use references to prepare accurately typewritten transcripts?		
Punctuation	Punctuate correctly?		
Capitalization	Capitalize in an acceptable manner?		
Vocabulary	Demonstrate a workable vocabulary by recognizing common business terms and by discriminating between homonyms?		
Grammar	Use correct grammar?		
Word division	Divide words correctly?		
Proofreading	Proofread for 100 percent accuracy using various proofreading techniques?		
Numbers	Use numbers correctly?		
Typewriting skills	Use previously acquired skills to prepare typewritten transcripts?		
	Follow oral and written instructions?		

BEGINNING SHORTHAND (6211)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
1.4 Transcription Skills			
Oral	Read shorthand notes from homework assignments fluently and rapidly? Read notes recorded from dictation fluently and rapidly?		
Typewritten	Prepare accurate typewritten transcripts from homework notes? Prepare accurate typewritten transcripts from dictation?		
2. TYPEWRITING			
2.1 Review Formats	Select and use appropriate formats for business correspondence?		
2.2 Error Correction	Use various correction media such as erasers, fluid, tape, and self-correcting typewriters?		
2.3 Typewriter Maintenance and Care	Clean keys or elements and remove dust, change ribbon, and make machine adjustments?	2.3 Clean keys or elements and remove dust, change ribbon, and make machine adjustments? *V-TECS catalog for secretarial, stenographic, typing and related occupations	SSTR* 41

BEGINNING SHORTHAND (6211)	
Topical Outline	**Personal Employability Competencies**
3. PERSONAL EMPLOYABILITY SKILLS AND KNOWLEDGES	DOES THE STUDENT:
3.1 Future Business Leaders of America	3.1 Join and participate in local, regional, and state activities of the Future Business Leaders of America?
3.2 Human Relations Skills	
Self-discipline	3.21 Exhibit self-control, persistence, and initiative in completing assignments on time?
Self-evaluation	3.22 Evaluate personal work habits and attitudes?
Attendance and punctuality	3.23 Maintain regularity and promptness in attendance?
Responsibility	3.24 Exhibit traits associated with responsibility such as bringing appropriate materials to class, productive use of time, and frugal use of supplies?
Following instructions	3.25 Follow oral or written instructions in the completion of assigned tasks?
3.3 Organizational Skills	
Station	3.31 Keep the area in and around the work station uncluttered?
Task	3.32 Assemble supplies and information necessary to complete assigned tasks?
Work priorities	3.33 Plan work efficiently to meet deadlines?

ADVANCED SHORTHAND (6215)

Grade Level: 12

Prerequisites: Shorthand, Beginning

Advanced shorthand is a one-year, single-period course available on an elective basis at grade twelve for students who have successfully completed beginning shorthand. The development of shorthand transcription, spelling, punctuation, and vocabulary usage skills is stressed. The goal of advanced shorthand is the attainment of shorthand speed accompanied by typewritten transcription accuracy. The students learn to take unfamiliar dictation and to transcribe it at the job-entry skill level.

The following skill areas are included in Advanced Shorthand:

Skill Area 1 - SHORTHAND AND TRANSCRIPTION
- 1.1 Review of Basic Elements
- 1.2 Speed and Accuracy

Skill Area 2 - TYPEWRITING
- 2.1 Business Correspondence
- 2.2 Error Correction
- 2.3 Typewriter Maintenance

Skill Area 3 - PERSONAL EMPLOYABILITY SKILLS AND KNOWLEDGES
- 3.1 Future Business Leaders of America
- 3.2 Human Relations Skills
- 3.3 Organizational Skills

ADVANCED SHORTHAND (6215)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
1. SHORTHAND AND TRANSCRIPTION			
1.1 Review of Basic Elements			
Theory	Write dictated theory words in shorthand and transcribe with 95 percent accuracy?		
Pre-transcription skills	Use correct grammar and punctuation referring to dictionaries, word division manuals, style manuals, and other available reference manuals to prepare mailable transcriptions of dictated materials?		
1.2 Speed and Accuracy	Write dictation from unfamiliar material at a minimum rate of 80 wpm for a period of three minutes?	1.21 Prepare three typewritten transcripts from unpreviewed new material dictated at a minimum rate of 80 wpm for three minutes? Each transcript must be completed within 45 minutes.	SSTR* 73
		1.22 Prepare two typewritten transcripts taken from office-style dictation and transcribe in mailable form?	SSTR 73
		*V-TECS Catalog for secretarial, stenographic, typing, and related occupations	

ADVANCED SHORTHAND (6215)			
Topical Outline	Enabling Competencies	Terminal Competencies	Ref.
	CAN THE STUDENT:	CAN THE STUDENT:	
2. TYPEWRITING			
2.1 Business Correspondence	Select and use appropriate formats for business correspondence, envelopes, and manuscripts or reports?	2.1 Select and use appropriate formats for business correspondence transcribed?	
2.2 Error Corrections	Use varied correction techniques such as eraser, fluid, tape, machine, and strikeover?		
2.3 Typewriter Maintenance and Care	Clean keys or element and remove dust, change ribbon, and make machine adjustments?	2.3 Clean keys or element and remove dust, change ribbon, and make machine adjustments?	SSTR 41

ADVANCED SHORTHAND (6215)	
Topical Outline	Personal Employability Competencies
3. PERSONAL EMPLOYABILITY SKILLS AND KNOWLEDGES	DOES THE STUDENT:
3.1 Future Business Leaders of America	3.1 Join and participate in local, regional, and state activities of the Future Business Leaders of America?
3.2 Human Relations Skills	
Office behavior	3.21 Exhibit the attitudes and work habits necessary for good interpersonal and employee/employer relations in the office?
Self-discipline	3.22 Exhibit self-control, persistence, and initiative in completing assignments?
	3.23 Accept constructive criticism in a positive manner?
Self-evaluation	3.24 Evaluate personal work habits and attitudes?
Attendance and punctuality	3.25 Maintain regularity and promptness in attendance?
Responsibility	3.26 Exhibit traits associated with responsibility, such as bringing appropriate materials to class, productive use of time, and frugal use of supplies?
Following instructions	3.27 Follow oral or written instructions in the completion of assigned tasks?
3.3 Organizational Skills	
Station	3.31 Keep the area in and around work station uncluttered?
Task	3.32 Assemble supplies and information necessary to complete assigned tasks?

ADVANCED SHORTHAND (6215)

Topical Outline	Personal Employability Competencies
Work priorities	3.33 Plan work efficiently to meet deadlines?
Work evaluation	3.34 Evaluate own work realistically?